DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection
HC 2 South, 280 State Drive
Waterbury, VT 05671-2060
http://www.dail.vermont.gov

Survey and Certification Voice/TTY (802) 241-0480 Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330 To Report Adult Abuse: (800) 564-1612

September 15, 2017

Ms. Rachael Parker, Manager Sterling House At Richmond 61 Farr Road Richmond, VT 05477-9301

Dear Ms. Parker:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on August 15, 2017. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,

Pamela M. Cota, RN

amlaMOtaPN

Licensing Chief



SER 1 4 2017

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<u>Division (</u>	of Licensing and Pro	tection 1		<u> </u>	,	
STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLA AND PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING:		(X3) DATE SURVEY COMPLETED		
		0591	B. WING		08/15/2017	
NAME OF P	ROVIDER OR SUPPLIER	STREET A	DDRESS, CITY,	STATE, ZIP CODE		
STERLING	G HOUSE AT RICHM	OND 61 FARR	ROAD		·	
O' LINCING	STOBSEAT MOTAL	RICHMO	ND, VT 0547	7	· · · · · · · · · · · · · · · · · · ·	
(X4) ID SUMMARY STATEMENT OF DEFICIENCIES PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL TAG REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	0-000		
R100	Initial Comments:		R100			
An unannounced on site re-licensing survey and a self-report investigation was completed on 8/15/17 by the Division of Licensing and Protection. There were no identified citations related to the self-report. Regulatory deficiencies were identified for the re-licensing survey. The findings include the following: R247 VII. NUTRITION AND FOOD SERVICES 7.2 Food Safety and Sanitation 7.2.b All perishable food and drink shall be labeled, dated and held at proper temperatures: (1) At or below 40 degrees Fahrenheit. (2) At or above 140 degrees Fahrenheit when served or heated prior to service.		R247	R247 Nutrition and Food Service 7.2 Food Safety and Sanitation 1. Food and Drinks in the refrige were labeled accordingly. The ty gallon containers containing Lemonade(green liquid) and Water(clear liquid), as well as the gallon container containing Ice Tea(brown liquid) all received late that included dates. Meat and characteristics were labeled with dates. 8/15/20	I Safety and Sanitation and Drinks in the refrigerator seled accordingly. The two ontainers containing de(green liquid) and ear liquid), as well as the half entainer containing Ice vn liquid) all received labels uded dates. Meat and cheeses eled with dates. 8/15/2017		
ivision of Lice	by: Based on observation interview, the facility perishable food storthe main kitchen. The following: Per initial tour of the approximately 8:35 with a stove stored two partially used, one would be a stored to the fire container particles on the fire put in use. For dentifying their container particles of the contents or the dates of the da	on and confirmed by staff failed to label and date alled in 2 refrigerators located in the findings include the dietary kitchen on 8/15/17 at AM, the refrigerator closest to plastic gallon containers, with green liquid and a second ere was also a half gallon tially used with brown liquid entainers were labeled ents or dated as to when they ur (4) bottles of various salad ok) were also stored in the dentification as to their e they were put in use.		 Re-education provided to staff policy on label and dating. Random audits will be compleweekly to ensure compliance x4v This will be completed by 9/20 	tely veeks.	
ivision of Licensing and Protection ABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE						

Ra47-Rasi Poc's accepted 9/14/17 RtremblayParlam

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A BUILDING COMPLETED OS91 R. WIND ON STATE, 2P CODE STERLING HOUSE AT RICHMOND STERLING HOUSE AT RICHMOND REMINDATION REQUIREMENT STATEBERT OF DEPICIPACIES PREFIX TAG ROAD RICHMOND, VT 6577 REQUIREMENT STATEBERT OF DEPICIPACIES PREFIX TAG ROAD REMINDATION WINTE PREPER DEPORT WHAT BE PREFIX PROVIDER THAN OF CORRECTION REQUIATORY OR USC IGENTIFYING INFORMATION) READ The refrigerator closest to the dining room was found to have the following packaged froots unlabeled with the date as to when they were put in use. 2 packages of drukey, 1 packages of Black Forest Ham, 2 packages of Provolone Cheese, 2 packages of American Cheese Both the cook and the Manager confirm that the none of the packages of cold cuts and cheese have dates that identify when they were put in use. The manager confirms that the facility utilizes storage times for refrigerated buncheon meat via Food Safety gov. The document identifies that opened packages or dets sliced luncheon meats can be stored for 3.5 days. R251, VII. NUTRITION AND FOOD SERVICES SSEF 7.3 Food Storage and Equipment 7.3 a All food and drink shall be stored so as to protect from dust, insects, rodents, overhead leakage, unnecessary handling and all other sources of contamination. This REQUIREMENT is not met as evidenced by: Based on poservation and confirmed by staff interview, the lacility lighted to store foods in the dry storage area so as to protect from dust, insects, rodents, overhead feakage, unnecessary handling and all other sources of contamination.	Division of Licensing and Protection				<u>. </u>	TORMATTROVED
MAKE OF PROVIDER OR SUPPURE STERLING HOUSE AT RICHMOND (AS IN SUMMARY STATCHENT OF DEFICIENCIES) (AS IN DEFICIENCY NOT LOS IDENTIFYING IN POHATION) TAG (AS IND PREFIX IN THE PROPERTY TAGE OF TH	STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA		. 1		(X3) DATE SURVEY COMPLETED	
## STERLING HOUSE AT RICHMOND (A4) ID SUMMARY STATCMENT OF DEFICIENCIES TAG	_		0591	B. WING		08/15/2017
RAPPING SUMMARY STATUSENT OF DEFICIENCIES PREFIX REGULATORY STATUSENT ON THE PRESCRIPT OF VIPIL REGULATORY OR LSC IDENTIFYING INFORMATION) PREFIX RECOLUMN REGULATORY OR LSC IDENTIFYING INFORMATION) PREFIX RECOLUMN REGULATORY OR LSC IDENTIFYING INFORMATION) REAL PROPORTION REGULATORY OR LSC IDENTIFYING INFORMATION) REAL PROPORTION REGULATORY OR LSC IDENTIFYING INFORMATION) REAL PROPORTION REGULATORY OR LSC IDENTIFYING INFORMATION) REGULATORY OR LSC IDENTIFYING INFORMATION REGULATORY OR LSC IDENTIFYING			OND 61 FARE	ROAD		
R247 Continued From page 1 The refrigerator closest to the dining room was found to have the following packaged foods unlabeled with the date as to when they were put in use. 2 packages of deli sliced Turkey, ? packages of Jackage of Cooper Sharp American Cheese, a packages of American Cheese, and 1 package of Cooper Sharp American Cheese, and 1 package of Cooper Sharp American Cheese, and the Manager confirm that the none of the packages of oold cuts and cheese have dates that identify when they were put in use. The manager confirms that the facility utilizes storage times for refrigerated luncheon meats via FoodSafety.gov. The document identifies that opened packages or deli sliced luncheon meats can be stored for 3-5 days. R251 VII. NUTRITION AND FOOD SERVICES R251 VII. NUTRITION AND FOOD SERVICES R251 VII. REQUIREMENT is not met as evidenced by. Based on observation and confirmed by staff interview, the facility failed to store foods in the dry storage area so as to protect from dust, insects, rodents, overhead feakage, unnecessary handling and all other sources of contamination.		,	······································	ND, VI U		
The refrigerator closest to the dining room was found to have the following packaged foods unlabeled with the date as to when they were put in use: 2 packages of deli sliced Turkey, 1 package of Back Forest Ham, 2 packages of Provolone Cheese, 2 packages of Armerican Cheese and 1 package of Cooper Sharp American Cheese. Both the cook and the Manager confirm that the none of the packages of cold cuts and cheese have dates that identify when they were put in use. The manager confirms that the facility utilizes storage times for refrigerated luncheon meat via FoodSafety.gov. The document identifies that opened packages or deli sliced luncheon meats can be stored for 3-5 days. R251 VII. NUTRITION AND FOOD SERVICES R251 SS=F 7.3 Food Storage and Equipment 7.3 a All food and drink shall be stored so as to protect from dust, insects, rodents, overhead leakage, unnecessary handling and all other sources of contamination. This REQUIREMENT is not met as evidenced by. Based on observation and confirmed by staff interview, the facility failed to store foods in the dry storage area so as to protect from dust, insects, rodents, overhead leakage, unnecessary handling and all other sources of contamination.	PREFIX	(EACH DEFICIENCY	MUST BE PRECEDED BY FULL	PREFI	(EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPROI	DIBE COMPLETE
found to have the following packaged foods unlabeled with the date as to when they were put in use: 2 packages of deli sliced Turkey, 1 package of Black Forest Ham, 2 packages of Provolone Cheese, 2 packages of American Cheese and 1 package of Cooper Sharp American Cheese. Both the cook and the Manager confirm that the none of the packages of cold cuts and cheese have dates that identify when they were put in use. The manager confirms that the facility utilizes storage times for refrigerated luncheon meat via FoodSafety.gov. The document identifies that opened packages or deli sliced luncheon meats can be stored for 3-5 days. R251 VII. NUTRITION AND FOOD SERVICES R251 R251 VII. NUTRITION AND FOOD SERVICES R251 R251 R251 R251 R251 Vitrition and Food Service 7.3 Food Storage and Equipment 1. Dry food containers were sealed for protection. If there was no date they were disposed of. 8/15/2017 2. Re-education to policy and procedure for dry good storage. 3. Random audits will be done weekly to ensure compliance x4weeks. 4. This will be completed by 9/20/2017 This REQUIREMENT is not met as evidenced by: Based on observation and confirmed by staff interview, the facility failed to store foods in the dry storage area so as to protect from dust, insects, rodents, overhead feakage, unnecessary handling and all other sources of contamination.	R247	Continued From pa	ge 1	R247		
The findings include the following: Per kitchen tour on 8/15/17 at approximately 8:35	R251 SS=F	found to have the foundabeled with the control of the package of Black For Provolone Cheese, Cheese and 1 pack American Cheese. Both the cook and the none of the package have dates that ider use. The manager utilizes storage time meat via FoodSafet identifies that opened luncheon meats care. VII. NUTRITION AND The Tromposition of the package and the protect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the food and deprotect from dust, in leakage, unnecessal sources of contamination of the foo	billowing packaged foods date as to when they were put of deli sliced Turkey, 1 orest Ham, 2 packages of 2 packages of American age of Cooper Sharp The Manager confirm that the est of cold cuts and cheese ntify when they were put in confirms that the facility is for refrigerated luncheon they gov. The document ed packages or deli sliced in be stored for 3-5 days. The FOOD SERVICES The Equipment for the stored so as to sects, rodents, overhead my handling and all other nation. This not met as evidenced on and confirmed by staff failed to store foods in the as to protect from dust, erhead feakage, unnecessary er sources of contamination. The following:		7.3 Food Storage and Equipmer 1. Dry food containers were sea protection. If there was no date were disposed of. 8/15/2017 2. Re-education to policy and pr for dry good storage. 3. Random audits will be done v to ensure compliance x4weeks.	led for they ocedure

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	0591	B. WING		08/15/2017	
NAME OF PROVIDER OR SUPPLIER	STREET AC	DRESS, CITY, S	TATE, ZIP CODE		
STERLING HOUSE AT RICHM	IOND 61 FARR RICHMOI	ROAD 5477	7		
PREFIX (EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	PREFIX TAG	PRDVIDER'S PLAN OF CORRECTI (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY)	DIBE COMPLETE	
R251 Continued From pa	ige 2	R251			
following unprotect -25 ounce contained dated 6/5/17 with a resting on the unprotected sugar with a visibly unprotected sugar; - partially used box unsealed and not din use; -1 pound partially unsealed and not do unsealed and not do unsealed and not described.	er of Panko Bread Crumbs contaminated schop otected bread crumbs; intainer partially used labeled ' dirty scoop stored on the				
in use; - partially used bag not sealed and not in use; - 3 bags (13.25 our onion potato chips paled; - 2 boxes of dry cer	of French Fried Onions open, dated as to the date it was put nees each) of sour cream and partially used, open and not leal partially used, open, not led as to the date it was put in				
the above food item from dust, insects, i	r confirmed at 9:30 AM that is were not stored to protect rodents, overhead leakage, ng and all other sources of				
vision of Licensing and Protection	,				